

Possible Future CAMA expenditure

32Exp01

[Handwritten initials]

bb

Gail Lynette Brown

not remaining with Mandron
due to service (lack thereof),
having to purchase separate
modules for personal property and
sales disclosures, etc

From: brian bucher [brian@nexustax.com]
Sent: Friday, August 10, 2007 8:48 AM
To: Gail Lynette Brown
Subject: Rough Estimate on Xsoft Software

This should serve as a ballpark figure for 30 users.

Keep in mind that ultimately this will include real property, personal property, annual mobile homes, reporting etc. and unbelievable support.

One time fee: \$257,000 (software, conversion, installation and training)

Annual support/maintenance: \$50,000*

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* Examples of items that are covered by the annual fee include:

- **phone/email/fax support**
e.g., general questions and requests by the client.
- **routine visits**
This would typically consist of one to two visits per month.
- **correction of errors in the software**
It is not uncommon for minor bugs/issues to exist within any software product. We stand behind our product and will ensure that when such issues arise they will be dealt with in a timely manner.
- **annual maintenance of database**
We will monitor your database throughout the year and provide assistance in keeping the database running in an efficient manner. There are likely to be standard processes that we will run on your database annually.
- **basic level sql writing**
We will provide assistance in writing basic sql's to extract data from your database.
- **normal updates to the program**
It is not uncommon for laws, administrative rules and generally accepted appraisal practices to change periodically. As a result, updates may be required of our program to meet such changes. Under normal circumstances we will provide such changes free of charge.
- **scheduled updates to the program**
Our vision of INCama includes a vast amount of functionality. Although the majority of functionality is included with the product you have purchased, we have a schedule for inclusion of other pertinent items over the next two to three years. These items will be added over time free of charge.
- **assessment cycle needs**
Each year you are required to prepare a certification of values, provide the certification to the auditor, and begin work on the following years data entry, which may require the set up of new cost, depreciation, and neighborhood tables. We will provide assistance with this process.
- **normal review of compliance reports**
As you well know, the DLGF requires annual submission of data (i.e., compliance data). You have the ability to run such exports at your discretion through standard exports. However, it has been our experience that the DLGF often takes issue with the data submitted. We understand that there will be a basic level of review that will need to take place in this situation and will be happy to assist you with that process.

Examples of items that are not covered by the annual fee include:

- **extensive custom programming**
There may be times when you request Xsoft to develop custom programs or make special programmatic changes to the product that are outside the scope of the existing support/maintenance agreement. How these types of requests will be handled will be determined by a number of factors (e.g., man hours, purpose, compatibility etc.).
- **extensive custom reporting**
INcama has a variety of reporting tools available to users to minimize this type of situation. However, there may be times when you request Xsoft to develop custom reports that are outside the scope of the existing support/maintenance agreement. How these types of requests will be handled will be determined by a number of factors (e.g., man hours, purpose, frequency etc.).
- **extensive data extracts**
INcama has a variety of tools available to users to minimize this type of situation. However, there may be times when you request Xsoft to develop custom data extracts that are outside the scope of the existing support/maintenance agreement. How these types of requests will be handled will be determined by a number of factors (e.g., man hours, purpose, frequency etc.).
- **extensive review of compliance reports**
As you well know, the DLGF requires annual submission of data (i.e., compliance data). You have the ability to run such exports at your discretion through standard exports. However, it has been our experience that the DLGF often takes issue with the data submitted. We understand that there will be a basic level of review that will need to take place in this situation, however there are many potential reasons for issues and degrees of issues. There could be situations whereby you request Xsoft to go above and beyond what we consider to be "basic review". How these types of requests will be handled will be determined by a number of factors (e.g., man hours, type of issues etc.).
- **extensive office visits**
We expect to see you on a regular basis (as described in "routine visits" above), however there are limits.
- **data entry**
Our support and maintenance agreement does not cover any data entry into the database. However, we are certainly willing to consider data entry projects for additional fees.
- **additional training**
Under your purchase agreement you are entitled to X number of days of training. There may be situations where you request additional training above and beyond what is included.
- **special projects**
There is potential for a wide variety of "special projects" that you may request of Xsoft. We are certainly willing to consider any additional work that may be requested of us for additional fees.

The above lists may not include every possible scenario. We will look at every request on a case by case basis, considering all factors involved.